AMENDMENTS TO THE CLAIMS:

This listing of claims replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1.   (Original) A method for internet performance monitoring and analysis comprising the steps of:

  collecting web page object-level data; and

  measuring access to web page objects.

2.   (Original) The method as recited in claim 1 wherein the step of measuring further captures non-speed based information including errors during download, source of content by IP address, and type of content that an object represents.

3.   (Original) The method as recited in claim 1 wherein the step of collecting further comprises collecting web page object-level data with at least one data collection agent.

4.   (Original) The method as recited in claim 1 wherein the step of measuring utilizes standard HTTP protocol to interact with a web server.

5.   (Original) The method as recited in claim 1 further comprising the step of requesting data be transferred from one source to another.

6.   (Original) The method as recited in claim 5 wherein the step of requesting occurs automatically.

7.   (Original) The method as recited in claim 1 wherein the step of measuring further comprises parsing and recognizing other objects referenced in a content returned that need to be retrieved as well.

8.   (Original) The method as recited in claim 7 further comprising the step of retrieving the other objects referenced in the content.

9.   (Currently Amended) A system for performance monitoring and analysis through a computer network comprising:

at least one agent connected to said computer network and under the control of software to:

collect the object-level data and

measure ~~the~~ access parameters <u>including performance metrics for objects of a web page</u> while the collection of the object-level data occurs; and

a user interface component to receive measurement data from said agent.

10.   (Previously Presented) A system for performance monitoring and analysis of web pages from a server through a global computer network comprising:

a plurality of agents located at distributed points throughout said global computer network;

each of said agents being under the control of software to collect object level data and to measure access parameters while the collection of the object-level data occurs; and

a monitoring component to receive measurement data from said agents.

11.   (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for determining the time for a customer to view a Web page.

12.   (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for measuring variations a web site's performance by regional location or the network connectivity of the end-user.

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13. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for determining a customer's experience by time of day and day of the week.

14. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for determining the origination of Internet-related performance problems.

15. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for comparing download performance compared to industry standards or competitive Web sites.

16. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for monitoring download performance changes since the last hardware/software/design in investment to the web site.

17. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for monitoring access refusals due to traffic overload.

18. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for monitoring the rate that incomplete pages served.

19. (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for monitoring performance over time to obtain performance trends as to whether web site access is getting better or worse over time.

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20.   (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for monitoring performance in relation to performance thresholds such as corporate goals and acceptable levels.

21.   (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for determining web site performance improvements.

22.   (Previously Presented) The system for performance monitoring and analysis through a global computer network as recited in claim 10 including means for determining vendor weaknesses contributing to poor Web site performance.

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